

April 19, 2004

QUALITY ASSURANCE REVIEW

Scope of Review

The review for Easter Seals was completed March 9 -15, 2004 by Bruci Ann Hall and Leslie Howe. All areas of service were reviewed: Work/Day services, Supported Living, Supported Employment, and Community Supports.

General Areas

A. ADMINISTRATIVE

Accreditation

Easter Seals has national accreditation by CARF. Their last CARF survey was Completed on September 10, 2001. They received a three-year accreditation, And are scheduled to be reviewed again on May 3, 2004.

Agency internal communication systems

Easter Seals appears to have a good internal communication system.

Fiscal (results of A133 audit, referrals to Medicaid Fraud or QAD review, client funds & record keeping).

The Desk Review of the A-133 Audit report was completed on 2-13-04. Results indicate that the audit was acceptable with no findings or questioned costs in the audit report or DD compliance report. No referrals were made to Medicaid Fraud or QAD. A copy of the desk review audit report is included in this review.

Significant Events from the agency

Easter Seals added Quality Assurance to their education position increasing the hours from ¾ time to full time. They also moved Community Access to a larger setting. The mail was moved to Outsources. Digital imaging service was added at Outsources as well. Supported Living consumers increased and a Supported Living supervisor was hired. Easter Seals also received a grant to get a new bus and plan to do more outings now.

Policies & administrative (DDP) directives

Easter Seals does not have an internal policy for porting of services nor how consumers are able to move within Easter Seals services once they obtain services there. Easter Seals informed us they are working on these internal processes.

Licensing

Easter Seals does not have any licensed group homes. They do have a current Department of Labor Certificate (DOL).

QAOS Sheets

There are no QAOS Sheets from the past year. In February there was an issue involving JK and his safety when transferring from Out Sources (downtown) to the Center. The case manger observed this individual leaving Out Sources and crossing the street to the bus stop without staff supervision, when the individual arrived at the Center he again was observed leaving the bus and crossing the street without supervision. At no time did JK look for oncoming traffic. Supervision when transferring was agreed to a Special IP. Another IP was held to discuss the safety issue and to develop a solution.

Medication Errors

Easter Seals documents all medication errors and sends this information, electronically, to DDP, on a quarterly basis. In the past year there have been 12 medication errors that were staff errors, of these 8 were not given and 2 were late. On 2 occasions a pill was found on the floor and in a piece of food after lunch. On each occasion the pharmacy was contacted, and no adverse effects were experienced. It is important that medication errors be addressed, as it was not apparent they were during this review. **QAOS#1**

Rights Restrictions

Easter seals has no Rights Restrictions in place and no behavioral programs that use aversive techniques.

Incident Reporting (Trends)

Easter Seals documents all Incident reports and sends those trends to DDP, electronically, on a quarterly basis. An analysis of the IR's indicates that 121 involved client-to-client aggression and 28 indicated supervision issues. In all cases overall supervision seems to be at issue, either lack of or situations that require a specific intervention, falls for example. **QAOS # 2**

Criminal Background Checks

Three new staff files were reviewed all had a completed criminal background checks available in the files.

Fire Drills

The documentation for fire and other evacuation drills were available in all sites where day services are provided. Fire extinguishers were inspected yearly. The fire inspector found no violations at Outsources during the annual inspection. It should be noted that during the last review in January 2003, these records were not readily available. Easter Seals now has a Safety Officer, which has provided for better documentation.

In Supported Living there was no documented evidence that regular emergency drills were occurring. In one site MJH said that drills had not been conducted nor had extinguisher been checked. Easter needs to develop a plan to complete and document evacuation in all supported living sites. **QAOS #3**

Appendix I

There are no specific contractual agreements between DDP and Easter Seals outside of the required staffing ratios.

Easter Seals did Consumer Satisfaction Surveys and those were available to the Reviewers. It was unclear how these surveys are analyzed and utilized for planning purposes. **QAOS#4**

Satisfaction Surveys for Staff were completed on 11-21-04 with a 31% return rate. These are analyzed and used for planning purposes.

Staff interviews were completed in each area of day services: Primary, Secondary, Therapeutic, Independent Life Experiences, Mailroom, Out Sources, and Community Access, as well as Supported Living and Supported Employment.

The following staff interviewed LP, LE, LB, DS, LV, ME, BM, JS, DN, MO. One prompt was necessary regarding Emergency Procedures and APS reporting procedures.

The reviewers completed consumer interviews for MJH, EW, BS, RS, RH, RK, CF, CT, and TB. Each individual indicated that they were satisfied with the services they received and had been made aware of their ability to choose their service provider.

Orientation Training

Reviewers looked at the instructor's manual and Easter Seals has an extensive orientation training package, which includes CBT, Confidentiality, Client Rights, Abuse & Neglect Reporting, Abuse Prevention, MANDT, Basic Behavior Principles, Positive Reinforcement, and Instructional Strategies. Not all staff that work in intensive services are enrolled in DDCPT, although the orientation package includes modules from the DDCPT. All staff persons are enrolled in training within 30 days of hire but Easter Seals does admit it takes some a very long time to complete the training. Easter Seals uses parts of the DDCPT curriculum to supplement the CBT. Training has improved since the last survey.

QAOS # 5

Specific Services Reviewed

A. Residential

Accomplishments

Easter Seals has a relatively new Supported Living program that now serves 4 clients and a supervisor was hired for the program. The consumers appear happy with the services provided and supports offered are appropriate to the needs of the clients. Staff people are enthusiastic about their jobs and have developed good rapport with the folks they serve. Easter Seals should be proud of their Supported Living program. The consumers seem to be getting above and beyond what the cost plans indicated. **QAOS # 1-C**

Programmatic Deficiencies

Corrections to Deficiencies

i. HEALTH AND SAFETY

Vehicles

Most folks receive transportation from community sources or are transported in company or staff vehicles or by families/friends as far as could be seen. Easter Seals ensures insurance is current and maintenance of company vehicles is documented.

Consumers

All 4 consumers in Supported Living services were interviewed. All were satisfied with the services they receive. They lived in their own apartments and liked where they lived.

Medication Safety (psychotropics, training, programs, prns, certification,errors)

Medications were reviewed. Staff people are med certified. Training for independence with medications is taking place when needed. PRN medications did not seem to be prescribed. It was felt that these folks were capable of administering their own aspirin and such since they lived on their own. The reviewers were impressed with JB's program for calling in her refills and Easter Seals should be commended for the success of this program as JB can be difficult to understand.

Sites (appearance, evacuation drills, SL apartments, emergency back-up, etc.)

Folks served through Supported Living reside in their own homes or apartments in the community. The apartments/homes we visited were mostly uncluttered and clean. Most of the apartment complexes have their own safety procedures. Easter Seals states it does drills as well but there is no documentation of this. When interviewed, all folks appeared to know what to do in case of a fire. Fire extinguishers were present but there was no evidence of their being checked on a regular basis. Homes were clean and looked homey. Decorations were individualized. Each person had a calendar of activities of interest to them posted in their homes. Emergency and on call numbers were posted as well. At the Workforce Development Center there is an emergency logbook for all Supported Living consumers and each reportedly keeps a card in his/her wallet with emergency information on it. This information is also now available to the on call staff in case of emergency.

ii. SERVICE PLANNING AND DELIVERY

Individual Planning (Assessment, implementation, monitoring)

IP planning was found in files and objectives appeared to be implemented in a timely fashion. Some IP documents were not received in a timely manner from Case Manager. Concerns arose about the timeliness of objectives being started and how staff can give proof what they are doing follows the IP if they don't have a copy of it on file. Easter Seals does keep copies of their objectives from the IP so they can implement the objectives on time. They realize they do not have to wait for the IP to initiate the objectives.

One individual missed her annual IP after she ported her services to Easter Seals and Case Manager informed the Quality Improvement Specialist that the team decided to change the annual IP to the date she started services with Easter Seals. This was not documented in the initial IP. One consumer had just started receiving services about a month ago and the initial IP was in the process of being scheduled during the review.

Supported Living staff completed assessments and they were on file.

Objectives were not always measurable (CF, JB, CT) and not always matched long-range goals. Documented evidence of internal monitoring of the plans was not found. When staff members were questioned about an internal process for monitoring the IP, the response was that the supervisors review the data and the IP checklist has a space to for them to initial when they do the reviews. **QAOS # ES1**

Leisure / Recreation

All consumers interviewed participated in a variety of recreational/leisure activities of their choice. A calendar was posted in each home to alert staff and consumers of scheduled activities in the community and other appointments. Art classes and Special Olympics were a few preferred activities. All had hobbies they enjoyed doing in their homes such as painting, puzzles, reading, games, and some had pets.

Client Rights (restrictions/promotion of rights, grievance procedure)

No rights restrictions were found with Supported Living consumers. Staff people were aware of client rights and review them with the consumers annually for IP meetings.

Medical / health care

Health care was monitored for the most part by Easter Seals staff. Some consumers had families who were very involved in their care and took care of the medical appointments. Medications were documented. Some received assistance with meds from their residential facility (Southwinds) and some self-medicated or had training programs for support with meds. Most had Docu-Dose.

Emotionally Responsible Care Giving

All staff demonstrated knowledge of what it meant to be an emotionally responsible caregiver. They presented more as the role of friend and support giver rather than “trainer” but were providing appropriate training for independence. Many choices were given to consumers regarding preferences and plans were individualized.

Consumer Surveys

The Quality Improvement Specialists completed a few questions from consumer surveys during interviews. Choices were clearly given to folks regarding how they spend their time, with whom, and where. All were happy with their living arrangements. One consumer is looking for a roommate to share another apartment in the same complex. No surveys were found in files.

Agency’s consumer satisfaction surveys (do you? what info? what do you do to address?) (accreditation requirement)

Easter Seals had a file of all surveys they completed this past year with the consumers in a file at the main office. Reviewers were told they had not done anything with the surveys as of yet.

iii. STAFFING

Screening/Hiring

Policies were reviewed and seemed appropriate.

Orientation/training

Policy was reviewed and looked okay. Staff reported they were satisfied with the training they received and are trained in CBT and CPR/First Aid as well as how to interact with the consumers, safety practices, rights, medications, and other training. Easter Seals keeps documentation of the training attendance and what topic was presented.

Ratios

Ratios are not a concern for Supported Living; services are received according to the cost plan on an individualized basis.

Staff Surveys

Quality Improvement Specialists completed surveys with Supported Living staff. Questions were answered within guidelines with little or no prompting. In fact, some answers were better than the answer key! Easter Seals also completes staff surveys. They were on file in the main office.

iv. INCIDENT MANAGEMENT

APS

Easter Seals has met with APS in the past to discuss reporting issues. No actions have been taken by APS in the past year concerning Easter Seals staff or consumers.

Incident Reporting

Incident Reports are written when appropriate and routed according to policy. Trends are tracked by Easter Seals and documentation is shared with DDP. Incident Reports were in files.

B. Work/Day/Community Employment

Accomplishments

Easter Seals Supported Employment staff has done some extraordinary placements in the community. An example is one consumer who expressed an interest in working at Golden Corral at his IP and after some negotiations with Golden Corral, a job was carved for him there and he has been successfully placed in it. His physical symptoms of headaches and other health problems experienced while at his previous job have all but disappeared. Another consumer who works at Hardees has been also successfully placed. At both establishments there are great natural supports from co-workers. The reviewers were impressed with the Lady of Lourdes janitorial crew. The staff members and the crew work well together. **QAOS #2-C**

The Life Skills area has a "tool box" folder with helpful advice for staff. It appears everyone participates in writing in it and comments are fitting. Easter Seals reported that there has been no lost time accident in 550 of 571 days.

Programmatic Deficiencies

All day services areas were observed and reviewed: Primary Life Skills, Secondary Life Skills, Therapeutic, Individualized Life Experiences, Outsourced, Mail Room, and Community Access.

Primary

No deficiencies were noted.

Secondary

No deficiencies were noted

Therapeutic

Reviewers noted that one consumer TJ was sleeping in a beanbag chair when they arrived and she was still there sleeping when they left approximately 2 ½ hours later. Two other consumers were sleeping as well JD and MC. This concern has been noted in the past for TJ and JD and addressed by their case managers and IP teams as well as CMS. While there is no requirement that consumers cannot nap, DDP has asked that consumers who wish or need to nap have that written in a daily schedule broken down into ½ hour intervals. Therefore, when anyone arrives, what the individual is doing should correspond with the schedule. The reviewers are uncertain whether meaningful activities or training opportunities are being offered consistently to the consumers. If behaviors are the issue, the reviewers feel programming should be addressing the behaviors or different day programs should be considered. There is a fine line between offering choice and not providing meaningful and stimulating activities.

QAOS # 6

Individualized Life Experiences

No deficiencies noted.

Outsources/Mailroom

These areas are now in the same building, separated by a divider so were reviewed together. Reviewers found the atmosphere to be quite chaotic. The noise level is very high and there complaints from consumers in the Mail Room that it difficult to concentrate. Case Managers have reported at times consumers seemed uninvolved and were wandering with nothing to do. Again, one consumer (JK) has been sleeping with his head on a table each time the reviewer has visited (this can be addressed with QAOS #6) The reviewers were confused about how staff assigned work to individuals in Outsources and how time on task or piece rate was documented. Staff response was that they would go over and check periodically, however if a consumer had not been on task prior to the observation it may be difficult to determine time spent on task. **QAOS # 7** Wages earned were recorded in each consumer's file. One file (DG) had the wrong physician noted on the face sheet. Reviewer suggests updates get done at least annually and then date of update placed on face sheet.

Community Access

Community Access has recently moved to a new building; it is large and cheerful. The area is much more conducive to training and activities. The consumers seem happy and those that are able said they like the new building and location.

QAOS #3-C

In reviewing program files, the reviewer found one consumer (TB) that had a current IP but the data/program sheets were dated 4-4-02 and in fact the programs were from the 2002 IP and not from the most current IP. I know this was corrected within that day. The reviewer then pulled one other consumer file and did not find a problem. **QAOS # 8**

Corrections to Deficiencies

i. HEALTH AND SAFETY

Vehicles

Families, the Great Falls transit system, and group homes provide transportation for Day and Supported Employment folks. Some walk to their jobs, weather permitting. The janitorial crew has a van used for transporting the crew. Company vehicles are maintained and insured.

Consumers

Quality Improvement Specialists interviewed 2 consumers in Supported Employment as well as the Lady of Lourdes janitorial crew. All Supported Employment consumers appeared very happy with their current jobs. A sample of consumers was chosen from other sites: Out Sources, Mailroom, Community Access, and Intensive Day program.

Medication Safety (psychotropics, training, programs, prns, certification, errors)

Medication documentation was looked at in all day service areas. Medications were stored in locked boxes and staff did triple checks. Only med certified staff assisted with meds. Photos were present in the med books as an added safety measure.

Sites (appearance, evacuation drills, SL apartments, emergency back-up, etc.)

The day services areas were clean/sanitary and uncluttered. Evacuation routes were reviewed. Egress was good. Fire extinguishers were in or near each area of day services. Monthly safety drills were on file in the office and were looked at for frequency, etc. In case of emergency, the day service had codes they use for back up for different situations.

The air conditioner cord was hanging down in the therapeutic room and the reviewer voiced concern about the safety of this. Staff responded they do not have anyone in the area that would mess with it and did not feel it was a problem.

Daily walk throughs in each area were completed and documented. There have only been 4 minor accidents in the last year and improvement has been made in safety.

Supplies seemed to be adequate and were locked up for safety. The supply closet in PLS was found to be unlocked but was immediately locked again after showing the surveyors the closet. All areas had MSDS books in accordance with OSHA requirements. Numbers were placed on supplies and corresponding numbers in the books gave instructions on what to do if swallowed, etc.

ii. SERVICE PLANNING AND DELIVERY

Individual Planning (Assessment, implementation, monitoring)

IP plans were reviewed for all the sampled folks. Files had IP packets in them and staff had access to them. Assessments were completed by Easter Seals staff and placed in files. There was at least one instance where data was being taken for previous year's IP until the new objectives were received several months later. Data was being taken on TB wearing a wrist brace after this objective was dropped. This has since been resolved. In reviewing IP documentation for NW, DS, DG, TJ, NA, JD, MC, PD, JK many objectives were found to be vague and not measurable. Some folks only had service objectives for staff to complete things with them but did not have any objectives to address their needs and wants for training purposes. Objectives did not always match long-range goals or long-range goals were missing. **QAOS #ES1**

Day staff members are trained in specific protocols for consumers and are required to review and sign off on a quarterly basis.

It appeared opportunities were given to clients for choices/self-determination. Wages and attendance were tracked for all folks at the various sites.

Leisure / Recreation

The day program offered leisure and recreational activities to the consumers both on site and in the community. Participation was documented in each individual's chart.

Community activities included parks, the mall, and 1:1 outings. Staff reported most outings occur when the weather is warmer. In order to meet staff ratios, sometimes outings are cancelled. There is no guarantee they are done on a weekly basis. With the new bus, hopefully there will be an increase in activities in the community.

Client Rights (restrictions/promotion of rights, grievance procedure)

Rights were reviewed with consumers each year prior to his/her IP meeting. No rights restrictions were found to be in place and rights were promoted by staff.

Medical / health care

Medical and health care was mostly handled by residential staff. Files had emergency contacts available. If medications were prescribed to be given during the work day, med certified staff gave them to the consumers. Communication took place with residential service providers concerning health issues.

Emotionally Responsible Care Giving

Staff in day service and Supported Employment practiced emotionally responsible care giving as evidenced by personal observations of their interaction with the consumers by Quality Improvement Specialists and the answers given in staff surveys.

Consumer Surveys

The Supported Employment and Day services consumers were asked questions about their satisfaction with job placements and work services in general. All appeared happy with the services they received and the staff providing it. One consumer, JK, would prefer having grass at Outsources. Easter Seals and the IP team addressed this with him on various occasions and he does attend ILE during the week part time and can sleep in a recliner or outside on the grass there.

Agency's consumer satisfaction surveys (do you? what info? what do you do to address?) (accreditation requirement)

Easter Seals had a file of all surveys they completed this past year with the consumers in a file at the main office. They reported they had not done anything with the surveys as of yet.

iii. STAFFING

Screening/Hiring

Policies were reviewed and seemed appropriate.

Orientation/training

Staff interviewed felt they were trained and oriented adequately. Several said they were not placed with consumers until they felt comfortable. They follow parts of the DDCPT curriculum. Training and attendance are documented at the main office.

Ratios

At the time of the survey, the staff ratios seemed adequate and according to the ratios in the contract in Primary Life Skills, Therapeutic, Secondary Life Skills, and ILE. The Mailroom and Outsources were also adequately staffed according to ratios.

Staff Surveys

Surveys were successfully completed with 1 staff from each area. Results are noted previously in this document. Staff in the mailroom had difficulty focusing on the questions with all the consumer activity going on.

iv. INCIDENT MANAGEMENT**APS****Incident Reporting**

Incident Reports were in files. Incident Reports are written when appropriate and routed according to policy. Trends are tracked by Easter Seals and documentation is shared with DDP. APS referrals were made when appropriate and staff persons were aware of Easter Seals' and DDP's policies.

C. Community Supports**Accomplishments**

The Community Supports program had a variety of services that were offered, including a day program, and it appeared Easter Seals was going above and beyond what the cost plans included. Reviewers were impressed with the quality of this program. **QAOS # 4-C**

Easter Seals currently provides Community Supports to eight (8) individuals. All eight consumers were included in this review. The reviewers met with each individual in their homes or at their day programs. Consumer Surveys were completed with each individual.

Tina Malloy: Tina receives Supported Living services. Tina lives in an apartment with her significant other, who also receives Supported Living services. Tina receives assistance with budgeting, meal preparation and housekeeping. Tina seems to benefit greatly from this service and indicates that her needs are being met, although Tina was quite moody during the reviewers visit. The apartment was nicely decorated and very clean; Tina and her roommate have small dog which provides them with a great deal of companionship.

Raylene Heusel: Raylene receives Supported Living services. Raylene lives in an assisted living complex that has PCA services on-site. Raylene has medical issues and requires assistive devices for mobility. She receives assistance with activities and attends a cooking class; community supports also provides some transportation services. Raylene stated she likes Community Supports much better than going to Day services where she had her hair pulled and did not get along.

Shaun Heinert: Shaun receives Supported Living services. Shaun live in an apartment with his significant other, who also receives Supported Living services. Shaun receives assistance with budgeting, meal preparation and housekeeping. Shaun seems to benefit greatly from this service and indicates that her needs are being met. Shaun likes electronic equipment (TV, VCR, DVD Stereo etc.) This has caused some financial difficulty, and Shaun is working with staff to rededicate this issue, and he was very proud of his progress. The apartment was nicely decorated and very clean; Tina and her roommate have small dog that provides them with a great deal of companionship.

Gerald (Eddie) Warner: Eddie receives day services. Eddie attends the "Bridges" program through Easter Seals. This is a day activities program that operates under the Physically Disabled Waiver. Eddie is verbal and indicated that he likes

attending “Bridges” and he especially enjoys the weekly Bible Study. Most of Eddie’s responses were in the form of gestures and smiles although he did respond positively to questions regarding the activities and staff assistance. Eddie lives at home with his parents and a sister; he receives PCA services for daily personal care.

Brett Standley: Brett receives day services. Brett attends the “Bridges” program through Easter Seals. This is a day activities program that operates under the Physically Disabled Waiver. Brett attends “Bridges” for part days as he also works as a teachers helper at the Riverview Grade School. Brett is able to take the bus from Riverview School to the “Bridges” program. Brett was quite verbal and told the reviewer that he likes “Bridges” but especially likes working at the school. Brett told me that one of the nice things that happened for him at “bridges” was birthday celebration. Brett lives with his aunt and uncle and states he likes this arrangement. Brett stated that he likes to eat out.

Curtis Scott: Curtis receives a full day program at Easter Seals, Outsources Program. Curtis works on contracts, attends art classes and participates in community outings as part of his plan (see annual IP). Curtis told this reviewer that he enjoys attending Easter Seals; he indicated that he likes the staff and his co-workers. Curtis lives with his parents as well siblings; he indicated that he likes living at home and hopes to continue that arrangement.

Alicia Coburn: Alicia receives a full day program at Easter Seals, Outsources program. Alicia works on contracts, attends art class, trains on the computer and participates in community outings. Alicia is presently being trained in the Mail Room and may transfer to that area. Alicia told this reviewer that she enjoys her job and wants to continue to work at Easter Seals. Alicia lives at home with her parents and younger sister. She stated that she likes this arrangement. Alicia told the reviewer that she enjoys family activities and occasionally takes her family to pizza with money she earns at Easter Seals.

Roy Spangler: Roy receives Community Supports residential services from Easter Seals Supported Living staff. He has a supportive family as well who assist him with medical appointments if needed. Roy goes on outings, has a housekeeper because he hates to clean his apartment, lives in his own (in the same apartment for 20 years!), teases staff mercilessly and they love it, and is involved in hobbies and activities of his choice. He gets computer training and attends cooking class at Workforce Development Center and he goes to the spa twice per week using his Community Supports funds. He uses public transportation independently and Easter Seals staff persons accompany him in the community as well. He “volunteers” at the St. Vincent De Paul store with Easter Seals staff as a form of job coaching. He is very satisfied with the services he receives from Easter Seals.

Programmatic Deficiencies

Corrections to Deficiencies

i. HEALTH AND SAFETY

Vehicles

Easter Seals company cars and staff personal vehicles were used if needed and consumers also utilized Great Falls transportation services. Consumers are transported in company vehicle to the cooking class at Workforce Development Center.

Consumers

All of the Community Supports recipients were interviewed and appeared happy with the services they received.

Medication Safety (psychotropics, training, programs, prns, certification, errors)

Medications were monitored if needed by staff or arrangements were in place for others to assist. The consumers at Southwinds received assistance from the Resident assistants there and had Docu Dose packets.

Sites (appearance, evacuation drills, SL apartments, emergency back-up, etc.)

The cooking class was observed at the Workforce Development Center and the facility was clean and sanitary. Apartments were mostly clean and consumers had items that interested them displayed in them. All seemed to know what to do in case of an emergency. Some received PCA services to assist with housekeeping. One had hired a housekeeper, as he just wasn't interested in doing it himself. One apartment had a urine smell and a string across the floor for the emergency pull cord. It was mentioned as a safety hazard and staff said they were working on fixing the problem. Apparently family was worried about the consumer falling in the living room and not being able to get the pull cord in the bath or bedroom so a long string from the bathroom was rigged for her to use but she has lived there 2 years. Easter Seals is addressing this with Southwinds. **QAOS # 9**

An emergency book was developed at the Workforce Development Center. This information was also going to be available to on-call staff.

Files were reviewed at Workforce Development Center. It is recommended to update and/or review at least annually and date them. A few files had outdated information on the face sheets. This was mentioned previously in another area of Easter Seals.

ii. SERVICE PLANNING AND DELIVERY

Individual Planning (Assessment, implementation, monitoring)

IP summary packets were reviewed for each person. Assessments were completed and on file. One consumer did not mark agreement on IP document. IP summaries were not always received in a timely manner.

No long-range goal was found for RS and objectives did not appear to be specific to his needs. When he was interviewed, however, he was happy with the services he was receiving.

SH had no objectives or long-range goals in IP documentation. His plan did not appear to address his needs. His ARNA stated he needed recreation/leisure as a high need but there is no mention in IP of this as an objective. Satisfaction survey was not found in file as well. TM had no objectives or long-range goals. The satisfaction form used by Easter Seals was for Supported Employment and she is not receiving this service. Perhaps this was an oversight on staff's part. RH goes to the Bridges program but there is no documentation of attendance. It appears they could use billing records to track attendance. Internal monitoring of plans is not apparent but monthly progress notes are completed and supervisors read what is documented in the files. This concern is noted in other areas of Easter Seals as well. **QAOS# ES1**

Leisure / Recreation

Leisure and recreational activities of interest were offered on a regular basis. Folks enjoyed such activities as art class, cooking class, and shopping to name a few. Personal interests such as drawing, writing, crafts, and other hobbies were being done as evidenced by observations of items found in their apartments.

Client Rights (restrictions/promotion of rights, grievance procedure)

Documentation of rights reviews was found in files.

Medical / health care

If there were health care concerns they were addressed in IP and by staff. Some folks had friends and family who took care of medical needs.

Emotionally Responsible Care Giving

The same staff members who provide Supported Living services also provide Community Supports. They showed an understanding of what emotionally responsible care giving is all about and were very respectful of the consumers. Sensitive issues were handled tactfully during interviews.

Consumer Surveys

Quality Improvement Specialists conducted a partial survey of the consumer satisfaction questions. All consumers were happy with the services they received and with the staff who provided for them.

Agency's consumer satisfaction surveys (do you? what info? what do you do to address?) (accreditation requirement)

Easter Seals had a file of all surveys they completed this past year with the consumers in a file at the main office. They had not done anything with the surveys as of yet. Reviewers looked at surveys.

ii. STAFFING**Screening/Hiring**

Policies were reviewed and seemed appropriate.

Orientation/training

Staff interviewed felt they were trained and oriented adequately. Several said they were not placed with consumers until they felt comfortable. They follow parts of the DDCPT curriculum. One staff person felt the curriculum was outdated. She was pleased with an all-staff training Easter Seals had for safety issues. Training and attendance are documented at the main office.

Ratios

Consumers were served according to their Community Supports agreements.

Staff Surveys

Surveys were successfully completed with staff.

iv. INCIDENT MANAGEMENT**APS****Incident Reporting**

Incident Reports were on file. Incident Reports are written when appropriate and routed according to policy. Trends are tracked by Easter

Seals and documentation is shared with DDP. APS referrals are made when appropriate and staff members were aware of Easter Seals and DDP policies concerning mandatory reporting.

D. Transportation

Maintenance logs, insurance cards, and other transportation issues are available upon request. The only transportation contract provided by Easter Seals is the janitorial and enclave folks.

Accomplishments

Programmatic Deficiencies

Corrections to Deficiencies

Conclusion

Findings Closed

Findings Open / Plan of Correction